BISSELL®

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Register your product today!
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CleanView® CleanView® Plus

USER'S GUIDE
3918 / 9595 SERIES

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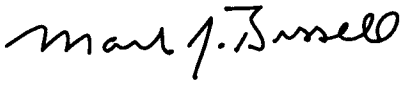
Thanks for buying a BISSELL CleanView® vacuum

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your carpet cleaner is well made, and we back it with a limited warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your carpet cleaner.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
Chairman & CEO

IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

READ ALL INSTRUCTIONS BEFORE USING UPRIGHT VACUUM

Always connect to a polarized outlet (left slot is wider than right). Unplug from outlet when not in use and before conducting maintenance.

⚠ WARNING:

To reduce the risk of fire, electric shock, or injury:

- Do not modify the polarized plug to fit a non-polarized outlet or extension cord.
- Do not leave vacuum cleaner unattended when it is plugged in.
- Unplug from outlet when not in use and before servicing.
- Unplug before attaching the TurboBrush Tool.
- Do not use outdoors or on wet surfaces.
- Do not allow children to operate vacuum cleaner or use as a toy.
- Close attention is necessary when used by or near children.
- Do not use for any purpose other than described in this user's guide.
- Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, have it repaired at an authorized service center.
- Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle vacuum cleaner or plug with wet hands.
- Do not put any object into openings. Do not use with any opening blocked; keep openings free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Turn off all controls before plugging or unplugging vacuum cleaner.
- Use extra care when cleaning stairs.
- Do not pick up flammable materials (lighter fluid, gasoline, kerosene, etc.) or use in the presence of explosive liquids or vapors.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, etc.).
- Do not use vacuum cleaner in an enclosed space filled with vapors given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapors.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without filters in place.
- Use only on dry, indoor surfaces.
- Keep appliance on a level surface.
- Do not carry the vacuum cleaner while it is running.

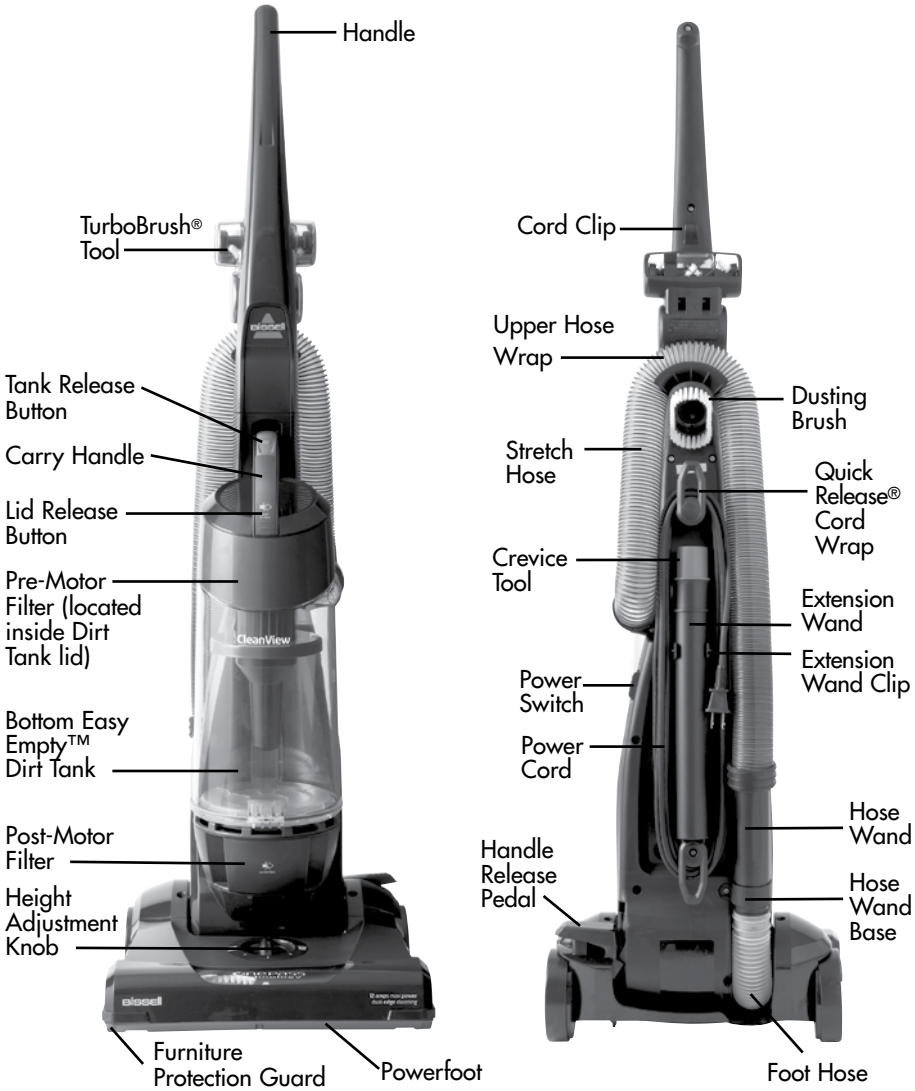
SAVE THESE INSTRUCTIONS. FOR FUTURE USE

THIS APPLIANCE HAS A POLARIZED PLUG.

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not change the plug in any way.

This model is for household use only.

Product view



⚠ WARNING:
Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

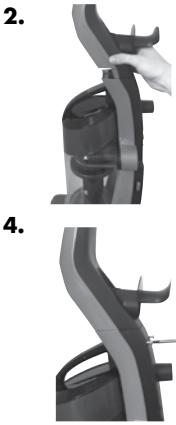
⚠ WARNING:
Plastic film can be dangerous. To avoid danger of suffocation, keep away from babies and children.

Assembly

The only tool you'll need to assemble your vacuum cleaner is a Phillips head screwdriver.

Attach handle to vacuum

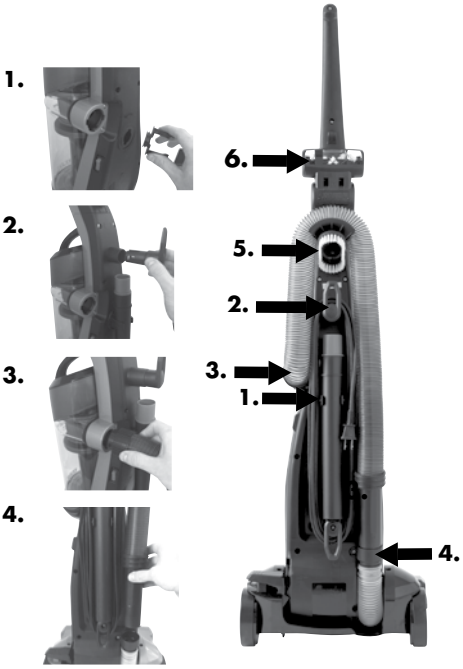
1. Locate the vacuum handle and remove the screw packet taped to the handle. The screw packet contains two screws of equal length.
2. Stand the vacuum upright and slide the base of the handle firmly into the opening at the top of the vacuum body.
3. Check to be sure the handle is fitted to the vacuum body. If there are any gaps between the handle and the vacuum base, continue to push the handle firmly into the base until the handle is flush.
4. Insert the two screws from the screw packet into the existing holes. Push each screw firmly into the hole before beginning to secure the screw with a Phillips head screwdriver. If the handle is aligned properly on the vacuum base, you should be able to push the screw almost entirely into the hole until only the screw head is visible. Tighten the screw with a Phillips head screwdriver by rotating the screw clockwise.



Attach vacuum hose, clips & tools

1. Attach the extension wand clip by inserting the clip into the back of the vacuum base and twisting clockwise. Mount the extension wand (with crevice tool inside) on the back of the vacuum.
2. Snap the upper cord wrap into the socket located above the extension wand clip. Wrap the power cord around the cord wrap clips.
3. Attach the Twist 'n Snap™ hose by lining up the tabs on the cuff with the corresponding notches on the back of the vacuum. Twist the Twist 'n Snap hose clockwise to lock the hose into place.
4. Slide the end of the hose wand into the hose wand base, and fold the hose over the upper hose wrap.

   NOTE: The powerfoot will not suction properly unless the hose wand is firmly attached.
5. Slide the dusting brush into the opening below the upper hose wrap.
6. The TurboBrush Tool secures to the back of the handle in the mount above the Upper Hose Wrap.



Operations

Power switch

The Power switch is located on the left side of the vacuum. Push the rocker switch "ON" (I) to vacuum, and "OFF" (O) when cleaning is complete.

Handle position

Press the handle release pedal with your foot to place your CleanView vacuum into one of three cleaning positions.

1. **Upright**– For storage and above floor cleaning with tools.
2. **Normal cleaning** – Press handle release household floor cleaning tasks.
3. **Low cleaning** –With the vacuum in normal cleaning position, press handle release pedal again, use for reaching under low furniture such as tables, chairs or beds.

Height adjustment

There are five height settings available for various floor surfaces. Turn the dial on the foot of the cleaner to the desired setting.

Lowest setting – For low pile carpet or bare floors. To pick up debris, it may be necessary to move up one setting.

Medium setting – For medium pile carpet.

Highest setting – For high pile and most shag carpet.

Note: For optimal carpet cleaning performance, adjust to the lowest practical setting. If your cleaner is difficult to push, adjust to the next higher setting.

If the dial is difficult to turn, tilt the cleaner back slightly to take the weight off the foot while turning.

Transporting cleaner

1. To move your cleaner from room to room, put the handle in the upright position, tilt the cleaner back on its rear wheels and push forward.
2. The cleaner can also be moved by using the carrying handle.

⚠ CAUTION:

Before using your vacuum, make sure that the dirt tank is in the locked position and that both filters (pre-motor and post-motor) are in place. Do not operate your vacuum without these filters.

Tip:

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

Tip:

Before cleaning under low furniture, check area first for objects that might harm the unit or block the vacuum hose.

Tip:

Your vacuum features a Quick Release cord wrap. To remove the power cord quickly and easily, rotate the upper cord wrap toward the floor and slip the power cord off the upper and lower cord wraps.

Special tools

Your BISSELL CleanView vacuum is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

1. Raise handle to upright position.
2. Grasp the hose wand and separate from the hose wand base.
3. Attach tools by firmly pushing onto vacuum hose or extension wand.

a. Crevice tool – Use in tight narrow spaces.

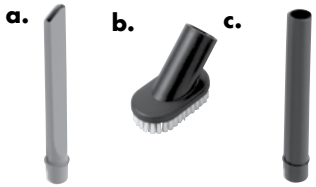
b. Dusting Brush
Use brush to dust furniture, blinds, books, lamps, shelves and baseboards.

c. Extension wand
Use with desired attachment for a longer reach.

d. TurboBrush Tool
Use rotating brush action for small flat areas such as stairs and cushions. Press gently down and pull toward you in a raking motion; too much pressure will cause the brush to stop rotating.

NOTICE:

The floor brush will continue to rotate while you use your vacuum for above floor cleaning. To prevent carpet damage, do not lean on the vacuum or let the powerfoot tilt forward.



⚠ CAUTION:

The rotating floor brush continues to rotate while tools are in use. To reduce the risk of injury from moving parts, always move the cleaner with the carrying handle at the back of the cleaner. Always place vacuum cleaner on floor with handle in upright position when using tools. Never place your fingers under the cleaner when it is running. Never place powerfoot on furniture or uneven surfaces. Do not place vacuum cleaner close enough to objects to pull them into rotating brush.

Tip:

Hair, string and small objects can block the vacuum hose or tools. Check them occasionally for obstructions.

Operations

Power cord storage

When you have finished using your BISSELL CleanView vacuum, return it to the upright position and store the power cord.

1. Turn vacuum cleaner off.
2. Unplug power cord by grasping the polarized plug (NOT the cord) and disconnect from outlet.
3. Wrap power cord around cord wraps located on the back of the vacuum.
4. Clip molded plug to power cord to secure.

NOTICE:

While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.

Maintenance and care

To maintain maximum cleaning performance, the following maintenance steps must be performed:

1. Empty the dirt tank when the dirt reaches the "Full" line on the side.
2. Check the pre-motor filter at least once a month and clean or replace as needed. To access the pre-motor filter, remove the Easy Empty dirt tank from the vacuum base and push the lid release button located on the carry handle. Remove the foam filter from the filter tray.
3. The post-motor filter assists in the filtration process to return clean air to the room. Replace the post-motor filter every three to six months. To access the post-motor filter, remove the filter tray located below the Easy Empty dirt tank. When the filter becomes dirty, push the filter through the bottom of the tray to clean or replace the filter.

NOTE: the white, pleated post-motor filter may NOT be washed with water or detergent. If dust and/or debris accumulates on the filter, gently tap the filter on the side of a garbage container.

NOTE: More frequent filter cleaning or replacing may be necessary if you are vacuuming new carpet, fine dust, or have allergy concerns. Follow the instructions on the following pages to perform these simple maintenance steps.

⚠ WARNING:

To reduce the risk of electric shock, turn power switch OFF and disconnect polarized plug from electrical outlet before performing maintenance or troubleshooting checks.

2.

Lid Release Button

3.

pull for filter

Post-Motor Filter Tray

Empty Dirt Tank

The dirt tank needs to be emptied when the dirt reaches the "Full" line on the side of the tank.

1. Unplug cleaner from electrical outlet.
2. Remove the Easy Empty dirt tank from the vacuum base by pushing the tank release button.
3. Hold the dirt tank over a garbage container. Press the bottom lid release button on the back of the dirt tank to empty dirt.
4. Mount the Easy Empty dirt tank back on the vacuum base.

   NOTE: The dirt tank may be washed in warm water with a mild detergent. Make sure it is completely dry before replacing.

2.

3.

NOTICE:

Do not place the dirt tank or other product components in the dishwasher. Hand wash only.

Cleaning the pre-motor filter and inner cyclone

Use only genuine BISSELL replacement filters in your BISSELL CleanView vacuum.

1. Unplug the cleaner from electrical outlet.
2. **a.** Remove the Easy Empty dirt tank and locate the pre-motor filter as described on the previous page.

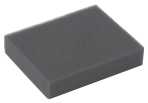
   b. Remove the foam filter from the filter tray. The filter tray is fixed in-place, but may be removed for cleaning by unscrewing the tray. The foam filter and tray may be hand washed in warm water with a mild detergent, if desired. Rinse well, then air dry thoroughly before replacing the filter. Make sure all components are completely dry before replacing.
3. The inner cyclone may also be removed for cleaning. With the bottom of Easy Empty dirt tank open, reach up into the dirt cup and grasp the cyclone. Twist the cyclone clockwise to unlock and pull straight down to remove. The inner cyclone and dirt cup may be wiped clean with a damp cloth. Make sure all parts are dry before replacing.

⚠ WARNING:

Do not operate cleaner with damp or wet filters or without all filters in place.

2a.

2b.



3.

Tip:

When replacing the inner cyclone after cleaning, open the pre-motor filter lid to help guide the inner cyclone into the grooves at the top of the tank. Twist counterclockwise to lock the inner cyclone into place.

Replacing the post-motor filter

Use only a genuine BISSELL replacement post-motor filter in your BISSELL CleanView vacuum.

1. Unplug the cleaner from electrical outlet.

2. The post-motor filter assists in the filtration process to return clean air to the room. Replace the post-motor filter every three to six months. To access the post-motor filter, remove the filter tray located below the Easy Empty dirt tank. When the filter becomes dirty, push the filter through the bottom of the tray to clean or replace the filter.

NOTE: the white, pleated post-motor filter may NOT be washed with water or detergent. If dust and/ or debris accumulates on the filter, gently tap the filter on the side of a garbage container.

⚠ WARNING:
Do not operate cleaner with damp or wet filters or without all filters in place.

2.

Checking rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of strings, hair and carpet fibers. These can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

1. Unplug cleaner from electrical outlet.

2. Place handle in low position and turn vacuum cleaner over so bottom side is up.

3. Remove the seven screws with a Phillips head screwdriver. Lift the brush cover off.

4. Grasp rotating floor brush at both ends and lift straight out of the vacuum foot. Slip off the belt.

5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.

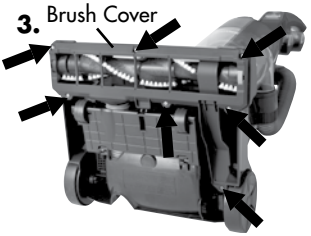
6. Clean strings, hair and other debris from motor pulley and drive belt areas.

7. Check drive belt carefully for wear, cuts or stressed areas, and replace if necessary (see instructions on following page).

8. Check air passageway for obstructions. Remove debris from this area.

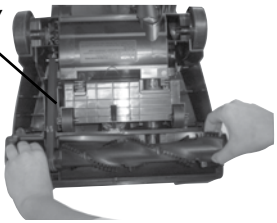
⚠ WARNING:
To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect Power Plug from electrical outlet.

3. Brush Cover



Motor Pulley

4.



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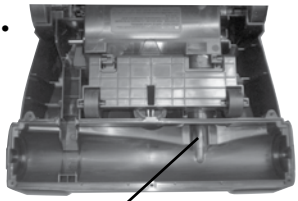


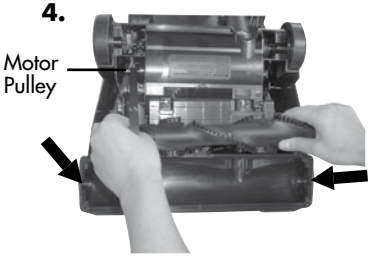
Air Passageway

Replace drive belt

Use only a genuine BISSELL style 9 replacement belt (#203-1093) in your BISSELL CleanView vacuum.

1. Unplug cleaner from electrical outlet.
2. With rotating floor brush removed from vacuum cleaner (steps 1-4 of Check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard old drive belt.
3. Place new drive belt over motor pulley and stretch other end over rotating floor brush in the space between the bristles.
4. Place ends of rotating floor brush down into slots on sides as shown.
5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, drive belt will center itself on rotating brush.
6. Reposition the brush cover and screw all seven screws back into place.

4.

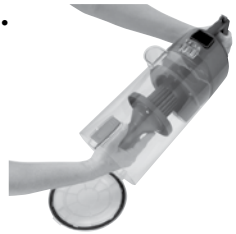


Clearing a clog

Low suction or poor pickup may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the motor or a reduction in the spinning action, check for clogs.

1. Unplug cleaner from electrical outlet.
2. Remove Easy Empty dirt tank from vacuum base and empty dirt and debris.
3. Remove inner cyclone from Easy Empty dirt tank (see page 9) and check for debris build-up or clogs in the upper tank.
4. Check the suction inlet for a clog.
5. Grasp the hose wand to separate from the hose wand base. Check for a clog in the base, the wand or within the hose.
6. Remove the screw attaching the hose wand base to the vacuum. Straighten the hose wand base and check for clogs with a long, narrow object such as a broom stick. Do not use sharp objects like a clothes hanger, as these may puncture the hose.
7. If the clog persists, follow the instructions for Checking the rotating floor brush on page 10 and inspect the air passageway for obstructions.

3.



4.

5.

6.

Troubleshooting – CleanView® vacuum

Vacuum cleaner won't turn on

Possible causes	Remedies
1. Power cord not plugged in	1. Check electrical plug
2. Blown fuse/tripped breaker	2. Check/replace fuse or reset breaker

Vacuum cleaner won't pick up dirt

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting
2. Hose not attached to suction opening	2. Grasp the hose wand and firmly push into the hose wand base
3. Crack or hole in hose	3. Check hose and replace if needed
4. Broken or worn drive belt	4. Replace drive belt, see page 11
5. Rotating floor brush bristles worn	5. Replace brush
6. Rotating floor brush jammed	6. Remove brush and clean debris from brush ends, see page 10
7. Clog in vacuum	7. Follow instructions on page 12 for clearing clogs
8. Dirt tank full	8. Empty dirt tank
9. Dirt tank or upper tank not installed properly	9. Position correctly and lock in place
10. Filters are dirty	10. Check and clean or replace pre-motor and post-motor filters, see pages 9, 10

Tools won't pick up dirt

Possible causes	Remedies
1. Crack or hole in hose	1. Check hose and replace if needed
2. Clog in vacuum	2. Follow instructions on page 12 for clearing clogs
3. Dirt tank full	3. Empty dirt tank
4. Dirt tank or upper tank not installed properly	4. Position correctly and lock in place
5. Filters are dirty	5. Check and clean or replace pre-motor and post-motor filters see pages 9, 10

Vacuum cleaner is difficult to push

Possible causes	Remedies
1. Incorrect height adjustment	1. Adjust powerfoot to correct height setting

Visible dirt escaping from cleaner

Possible causes	Remedies
1. Dirt tank full	1. Empty dirt tank
2. Filters missing or installed incorrectly	2. Check pre-motor and post-motor filters for correct installation

Other maintenance or service not included in the manual should be performed by an authorized service representative.

Thank you for selecting a BISSELL product.

Please do not return this product to the store.

For any questions or concerns, BISSELL is happy to be of service. Contact us directly at 1-800-237-7691.

Accessories – CleanView® vacuum

These items are available for purchase as accessories for your BISSELL CleanView vacuum. To purchase call 1-800-237-7691 or visit www.bissell.com.

Item	Part No.	Part Name
1	203-1429	TurboBrush Tool
2	203-1056	Crevice Tool
3	203-2666	Extension Wand
4	203-1527	Dusting Brush

*Not all parts are included with every model

1

2

3

4

Replacement Parts – CleanView® vacuum

Item	Part No.	Part Name
1	203-1093	Style 9 Drive Belt (2-Pack)
2	203-2664	Hose Assembly
3	160-0159	Brush Dowel (13.5")
4	1008	Filter pack (includes one pre-motor filter and one post-motor HEPA Media Filter*)

1

2

3

4

*The filter media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 HEPA Standard

Warranty – BISSELL CleanView® vacuum

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care by E-mail, telephone, or regular mail as described below.

CleanView® 9595 series – Limited Two-Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for two years any defective or malfunctioning part.

CleanView® Plus 3918 series – Limited Three-Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, upon receipt of the product BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for three years any defective or malfunctioning part.

See information below on "If your BISSELL product should require service".

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters, belts, or brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user's guide is not covered.

If your BISSELL product should require service:

Contact BISSELL Consumer Care to locate a BISSELL Authorized Service Center in your area.

If you need information about repairs or replacement parts, or if you have questions about your warranty, contact BISSELL Consumer Care.

Website or E-mail:
www.bissell.com

Or Call:
BISSELL Consumer Care
1-800-237-7691
Monday - Friday 8 am - 10 pm ET
Saturday 9 am - 8 pm ET
Sunday 10am - 7pm EST

Or Write:
BISSELL Homecare, Inc.
PO Box 3606
Grand Rapids, MI 49501
ATTN: Consumer Care

BISSELL IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

***EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY**
THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY DURATION FROM THE DATE OF PURCHASE AS DESCRIBED ABOVE.

Some states do not allow limitations on how long an implied warranty last so the above limitation may not apply to you.

Don't forget to register your product!

Registering is quick, easy and offers you benefits over the lifetime of your product. You'll receive:

BISSELL Rewards Points
Automatically earn points for discounts and free shipping on future purchases.

Faster Service
Supplying your information now saves you time should you need to contact us with questions regarding your product.

Product Support Reminders and Alerts
We'll contact you with any important product maintenance reminders and alerts.

Special Promotions
Optional: Register your email to receive notice of offers, contests, cleaning tips and more!

Visit www.bissell.com/registration now!

BISSELL Consumer Care

For information about repairs or replacement parts, or questions about your warranty, call:

BISSELL Consumer Care
1-800-237-7691

Monday - Friday	8 am - 10 pm ET
Saturday	9 am - 8 pm ET
Sunday	10am - 7pm EST

Or write:
BISSELL Homecare, Inc.
PO Box 3606
Grand Rapids MI 49501
ATTN: Consumer Care

Or visit the BISSELL website - **www.bissell.com**

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: _____

Please record your Purchase Date: _____

NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on page 15 for details.

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